



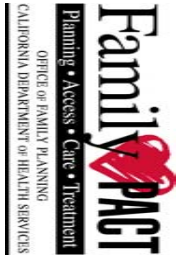
## **Strategies for a Successful Front Office**

Audio Teleconference  
Statewide  
**March 30, 2004**  
12:30pm-2:30pm

Sponsored by

California Department of Health  
Services,  
Office of Family Planning

California Family Health Council  
3600 Wilshire Blvd. Ste 600  
Los Angeles, CA 90010  
(213) 386-5614



**Audio Teleconference**  
Strategies for a Successful Front Office

This 120 minute audio conference will address the essential information necessary to facilitate a successful implementation of your Family PACT program. Participants will understand the vital role that front desk staff have in providing information to potential clients about Family PACT's sensitive services, client eligibility, successful enrollment of clients, and client confidentiality. Time will be available for questions.

Note: This program is designed to assist the Family PACT provider to fulfill his/her responsibility of training and maintaining a capable and knowledgeable front office staff.

**Course Objectives- at the conclusion of this program, participants are able to:**

- ♦ Communicate effectively person to person about sensitive issues
- ♦ Conduct successful and confidential eligibility screening
- ♦ Explain the Family PACT scope of services
- ♦ Identify sources of staff educational materials

**AUDIENCE** - Office managers/coordinators, front office staff, medical assistants, staffing coordinators and the Family PACT provider of record



Arnold Schwarzenegger  
Governor



*This program is supported by funds received from the state of California, Department of Health Services, Office of Family Planning.*

**AUDIO TELECONFERENCE REGISTRATION FORM**

**Strategies for a Successful Front Office**  
Tuesday, March 30, 2004  
12:30pm – 2:30pm

**PLEASE RETURN THIS FORM BY March 12, 2004**

Organization Name\_\_\_\_\_

Site Coordinator\_\_\_\_\_

Title\_\_\_\_\_

Street Address\_\_\_\_\_  
(No P.O. Boxes, please)

Provider number (required)\_\_\_\_\_

City/State/Zip\_\_\_\_\_

Office Phone\_\_\_\_\_(\_\_\_\_\_)\_\_\_\_\_

Email (please provide if available)  
You may email confirmation and materials to me \_\_\_\_\_

Names and Titles of Expected Participants: (please attach sheet for additional participants)

<u>Name</u>	<u>Title</u>
_____	_____
_____	_____
_____	_____
_____	_____

*Please send your completed form to:*  
Lydia Caldwell, EPA Division  
California Family Health Council, Inc.  
3600 Wilshire Blvd., Suite 600  
Los Angeles, CA 90010  
or FAX to (213) 368-4410  
for questions call (213) 386-5614, ext. 4553